

JOB OPENING - INTERNATIONAL CONSULTANT

Position Title - COM CENTER Support and Reporting Officer

Location :	Port-au-Prince, HAITI
Application Deadline :	30/03/2015
Application number	MINUSTAH-CIC-012-2015
Type of Contract :	International Consultancy Contract
Post Level :	Category B
Languages Required :	English,
Starting Date : (date when the selected candidate is expected to start)	01/04/2015
Duration of Initial Contract :	4 months

The office of human resources of MINUSTAH invites all qualified candidates to submit their applications for the announced position. All interested applicants should submit their P-11 forms or Curriculum Vitae (CV) and the personnel history profile (PHP) through the e-mail: minustah-ic-recruitment@un.org. The application must indicate the number of the Job Opening shown above (MINUSTAH-CIC-012-2015). Only the short-listed candidates will be contacted.

Background and Objectives

The objective of the unit is to support and maintain the existing Com Centers in the ten regional offices and ensure 24/7 communication coverage and full MOSS compliance. The unit reports directly to CSA and DCSA Operations. Support Officer is to coordinate all activities and execute duties and responsibilities in coordination with OIC Com Center Unit and DCSA operations.

Duties and Responsibilities

Tasks to Be Performed

- Act as reporting officer for all 10 Com Centers. Establishing new reporting tools and monitoring all activities through reports on daily basis.
- Preparing and consolidate daily, weekly and monthly reports for submission to CSA, Senior Management, UN Agencies, Funds and Programmes.
- Develops reports from various existing databases
- Ensures all required statistical data is being collected regularly and it's accurate, reports are prepared and disseminated on time
- Regional visits to all ten com center and training of com center personnel on monthly basis. Consolidates any administrative or operational issues and brings them on a timely manner to the attention of the OIC Com Center and DCSA Operations.
- Assess Telecommunications and / or IT related training needs for COMCENTER staff and organize appropriate training

- Design, implement and maintain Security databases.
- Establishes and maintains strong partnerships with colleagues and external partners.
- Ensures that all Com Center activities are compliant with existing SOPs and updates all com centers accordingly for any changes.
- Prepare technical and end-user documentation, and appropriate training materials.
- Contributes in the preparation of emergency preparedness and contingency plans for special projects as elections, hurricane season etc...
- Contributes with inputs on the preparation of com center budget.
- Coordinates all monthly schedules with all com centers and keep schedule updated with any changes of shifts. Submits to OIC Com Center all schedules and circulates them after approval.
- Perform any other duties as requested through the appropriate chain of command.

Qualifications:

Professionalism – Substantive experience/knowledge on a wide range of telecommunications systems, good management ability and extensive knowledge of relevant telecommunications policies, structure and strategy plus application of UN rules and regulations

Client Orientation – Excellent written and spoken communications skills, including the ability to formulate detailed technical reports, budget submissions, and work/maintenance/training plans and to conduct detailed demonstrations, workshops and seminars for colleagues, senior staff and other Agencies.

Communication – Excellent written and spoken communications skills, including the ability to formulate detailed technical reports, budget submissions, and work, maintenance, training plans and to conduct detailed demonstrations, workshops and seminars for colleagues, senior staff and other UN Agencies.

Teamwork – Excellent interpersonal skills plus the supervisory ability to establish and maintain effective working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity

Education

High school diploma or equivalent is required. Project Management Certification (Prince 2 practitioner or PMI) certification is required. Relevant professional training in computer systems development, implementation of databases and statistics is an advantage. University level courses in systems design or a related field is an asset. Strong computer and IT skills are required

Work Experience

At least fifteen (15) years of progressively responsible work experience in Information Technology and Customer Service is required and at least (7) years working with the United Nations. Relevant experience with regards to project management, especially in international peacekeeping environment or relief operations is essential. Knowledge of the UN rules, regulations and working practices pertaining to field missions is an advantage.

Languages

Fluency in spoken and written English is required. Knowledge of another official UN language is an advantage.

United Nations is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the strictest confidence.